

Vivek Puthiyadath

✉ viveknputhiyadath@gmail.com

☎ +971 522346686

📍 Dubai,UAE

🚗 License number: 4427696

PROFILE

A professional Service officer working in a financial institution in UAE for over 8 years who oversees the organization's financial operations while ensuring that all transactions are accurate and authorized. I am responsible for assessing financial data, generating reports, and proposing recommendations to strengthen the company's economic performance. High negotiation skills and Forex transactions operation record is the main highlight of my career.

LANGUAGES

English ● ● ● ● ●
IELTS General 6

Hindi ● ● ● ● ●

Malayalam ● ● ● ● ●

Tamil ● ● ● ● ●

PROFESSIONAL EXPERIENCE

**Al Fardan Exchange LLC,
Service Supervisor**
October 2015 – present
Dubai, UAE

- Quotes rates to corporate customers/HNIs for high-value forex transactions
- Counting tallying and transferring large amounts of different currencies
- Maintaining branch documents and files
- Engage in day-to-day Branch operations and Compliance
- Promoting products and offers
- Educating the team about products and operating procedures

EDUCATION

MBA HR & Marketing, ICFAI
Hyderabad, India

BSc Electronics, Kannur University
Kannur, India

PGDBA, Institute of Chartered Financial Analysts of India

AWARDS

Certificate of Appreciation, Al Fardan Exchange LLC
2022

For contributing towards the success of the branch target achievement -Branch of the month

BEST EMPLOYEE OF THE MONTH, Al Fardan Exchange LLC
2019

Awarded for excellent customer service and contribution towards branch target

SKILLS

Investment Banking ● ● ● ● ●
Foreign Exchange operations

Customer Relations ● ● ● ● ●
Dealing with customers of different nationalities and maintaining excellent relations

Negotiation ● ● ● ● ●
Extraordinary negotiation skills

Anti-Money Laundering ● ● ● ● ●
Expert In AML operations and Compliance procedures

Problem solving ● ● ● ● ●
Prompt decision-maker and quick in resolving issues

Product and Service Presentation ● ● ● ● ●
Introducing latest and existing products to customers

Quick Learning ● ● ● ● ●
Enthusiastic in learning new techniques and skills

Fake Note Detection ● ● ● ● ●
Sound knowledge of reporting policies and procedures upon detecting fake notes

HDFC Bank Ltd, Personal Banker

2013 – 2015 | Kannur, India

- Providing service to valued customers
- Ensuring efficient customer retention and growth through ongoing sales and service initiatives
- Initiating investment opportunities

ICICI Bank Ltd, Sales Officer

2010 – 2013 | Kannur, India

- Acquire new customers and sell various products offered by the Bank
- Managing customer Bank accounts and monitoring transactions
- Resolving issues with banking services and accounts